

JOB OPPORTUNITY

10/18/06 - 10/31/06

Posting Date

MASSACHUSETTS TRIAL COURT

Job Description and Qualifications for Court Program Manager

All applications must be received by: October 31, 2006.

POSITION SUMMARY:

The Office of Transcription Services (OTS) within the Support Services Department of the Administrative Office of the Trial Court seeks to provide certification, training, professional development, and continuing education for eligible transcribers (certified court transcribers), court recording monitors, and per diem court reporters servicing the Massachusetts Court System. The Court Program Manager will be responsible for the development and administration of certification exams, training, and education programs relevant to the work of eligible transcribers (certified court transcribers), court recording monitors, and per diem court reporters. Specifically, the Court Program Manager will be responsible for leading curriculum teams, conducting needs assessments, identifying exam developers and program faculty, designing curriculum, training faculty and implementing professional development programs, including administering tests and overseeing the certification program for certified court transcribers.

MAJOR DUTIES:

Conducts the training and certification program for eligible transcribers (certified court transcribers).

Conducts the training and professional development program for court recording monitors and per diem court reporters.

Designs training and testing strategies that address the transcription needs of the court and its service providers.

Monitors services provided by all eligible transcribers (certified court transcribers), court recording monitors, and per diem court reporters.

Participates in educational and professional development programs as facilitator and presenter.

Working with curriculum development teams and faculty, prepares all required education and training materials for court transcription and digital audio recording related education, training and testing initiatives.

Coordinates program components such as budget requests, facilities and consultant contracts. May participate in grant research and application development.

Oversees a variety of projects relative to the day-to-day operations of the Office of Transcription Services (OTS), including documents, transcripts, and digital audio recordings under the direction of the Manager.

Serves as a liaison with eligible transcribers (certified court transcribers), court recording monitors, and per diem court reporters on matters of training, professional development, continuing education, and the certification process. Develops and responds to requests for information on the program.

Maintains a database on current eligible transcribers (certified court transcribers) and per diem court reporters, and of those individuals and/or businesses seeking (and having sought) information.

Works in conjunction with academically based transcription training programs to ensure that candidates successfully completing other training programs are provided with information on the process of certification for work in the Massachusetts' courts.

Performs related duties as required.

SUPERVISION RECEIVED:

The Court Program Manager will work under the general direction of the Director of the Support Services Department, and will be supervised by the Manager of the Office of Transcription Services.

SUPERVISION EXERCISED:

The Court Program Manager will supervise those contracted for training purposes, clerical and other administrative support staff as assigned to the Certification, Training, and Continuing Education Program.

POSITION REQUIREMENTS:

Advanced degree in court reporting, court transcription, curriculum development or related field or an equivalent combination of education and experience.

Five years of adult education and training experience, at least two of which must be directly in court transcriber or court reporter training and education on advanced transcription skills

to judicial settings.

Four years of experience as a court transcriber or court reporter. Working knowledge of the Massachusetts Court System is strongly preferred.

Experience in program management preferred.

Strong writing and public speaking skills.

Knowledge of adult learning, curriculum design, and organizational development.

Demonstrated experience developing and implementing educational programs including writing grants.

Ability to work on multiple projects simultaneously and to work as a team member.

Ability to communicate effectively with judges, other court personnel, and court transcribers (and per diem court reporters).

Knowledge of and ability to use personal computers and related software.

Ability to travel to courts throughout the Commonwealth.

SALARY RANGE: Beginning salary of \$55,235.36, with annual increases to \$70,299.54.

Send resume **and** completed Massachusetts Trial Court **Application for Employment** to:

Administrative Office of the Trial Court
Support Services Department, Office of Transcription Services (OTS)
Two Center Plaza, 9th Floor
Boston, MA 02108

Attention: Court Program Manager Posting

A Massachusetts Trial Court **Application for Employment** may be obtained at any courthouse or may be downloaded from the Trial Court's website at www.state.ma.us/courts/jobs.

AFFIRMATIVE ACTION/EQUAL OPPORTUNITY EMPLOYER